



Dear Hospice Providers:

When submitting claims electronically via the Web or WINASAP the information that is required in some fields is different from that of the fields on a paper claim. Enter the nursing home provider number in the field "Other Provider" when submitting a claim for Revenue Code 659, Nursing Home Room and Board, via the Web or WINASAP.

Do not enter the nursing home provider number in the "Medical Record Number" field. Leave the "Medical Record Number" field blank when submitting claims via the Web or WINASAP. Failure to follow these instructions will cause your claims to continue to fail.

If your remittance advice statement informs you that a claim has suspended, **do not resubmit** the claim until the suspended status has cleared; the claim should pay. If the claims go from "Suspend" to a "Deny" status, review the errors, correct the problems and resubmit at that time.

We apologize for any inconvenience that you may have experienced with submitting your claims.

Sincerely,
Georgia Health Partnership